

IOWA VETERANS HOME
REPORT FOR HUMAN SERVICES APPROPRIATIONS SUB-COMMITTEE
JANUARY 29, 2004

- I. Serving the veterans needs
 - Privacy issues under HIPAA
 1. Increase restroom facilities on Loftus 2 (Currently 8 to 1 and standard is 4 to 1)
 2. Mail service
 - Providing choices
 1. Integrate residents on committees
 2. Seek input
 3. Develop an alternative to the cafeteria (i.e. Soup and Sandwich bar)
 4. Allow residents to create opportunities (ie. music festival)
 - Improve scheduling of appointments at the VA and transportation issues. Reduce number of trips and appointment cancellations at VAMC's.
- II. Increase bed utilization
 - Establish state-wide marketing program
 - Certify all nursing units for Medicaid to enhance continuity of care and revenue generation.
- III. Initiate recruitment/retention program for staff (be employer of choice)
 - Provide opportunities for employee input (TQM philosophy)
 - Provide incentives to increase education
 - Establish a succession plan for job growth
 - Establish a daycare on-grounds
 - Celebrate completion of initiatives
- IV. Maximize benefits of net budgeting & charter agency
 - Seek opportunities for billing new services (i.e. holiday lights drive-through)
 - Establish single computerized patient record to eliminate duplicate entry and provide better documentation for services that can be billed under Medicare Part B
 - Purchase goods/services at the best price, regardless if it is on state contract
 - Utilize interagency products/services only if meets our needs and is a good price.
- V. Self Assessment
 - Root cause analysis
 - Staff self assessment
 - Performance measurement accountability
 - Departmental budgeting